Leading Albuquerque Residents to Financial Recovery

By Winter L. Torres
What is a Financial Navigator?

Financial Navigators will remotely provide structured guidance that will help residents prioritize financial concerns and mitigate disruptions to their cashflow.

- Train on resources available to community members
- Triage financial issues
- Identify immediate action steps
- Make referrals to other resources and supports
- Provide a public service for residents of the community

A Financial Navigator is NOT a long-term counselor who provides financial advice
FULLY BILINGUAL SERVICE

WE CAN SERVE ANY LANGUAGE

Flyers also in: Vietnamese, Mandarin, Arabic, & Farsi. Diné (Navajo) coming soon.
MESSAGING
Help residents deal w/ financial impact of COVID-19

STEADY DRUM BEAT

- Triage
- ID immediate action steps
- Make referrals
- NOT direct financial assistance
- NOT financial counselors
FINANCIAL NAVIGATION TOPICS

- **HOUSING**
  - Eviction/Rent
  - Utilities (PNM, Comcast, Water, Gas, Trash, etc.)
  - Mortgage/House payments
  - Shelter
- **FOOD**
  - Food banks
  - Food stamps (SNAP) WIC benefits
  - Senior meals
  - School meals

- **INCOME**
  - Unemployment or Disability Benefits
  - Stimulus Checks
  - Welfare (TANF)
  - Childcare Assistance
  - Taxes
  - Direct Assistance
  - Scams

- **DEBT**
  - Credit Cards
  - Child Support
  - Consumer Debt Garnishment
  - Bill Collectors
  - Student Debt
FINANCIAL NAVIGATION TOPICS

• HEALTHCARE
  • Medicaid
  • Medicare
  • Disability Insurance
  • Health Insurance or “ObamaCare”

• SPECIAL POPULATIONS
  • Children
    • Childcare
    • Early Head Start
  • Seniors
  • Refugees & Immigrants
  • Intimate Partner Violence & Child Abuse
  • Native Americans & American Indians
  • Returning Citizens
  • LBTQIA
  • AIDS/HIV
  • Veterans
ADD’L REFERRAL GOALS

• Recognition of OneABQ community effort
• Connect individuals to organization with which they have most affinity
• Nonprofit assistance w/ bureaucratic obstacles
• Empower individuals & families
• Empower nonprofit organizations
• Connection to case management for selected clients under consideration
Queue for Navigators

Compass Front Door

311 or Online Interest Form
LANDING PAGE:

https://cabq.gov/finnav

INTEREST FORM:

COVID COLLABORATION

a. Will your organization refer clients to CABQ Financial Navigators?
b. Who is the best contact at your organization for CABQ Financial Navigators?
c. Cross-promotion on FinNav and your organizational website?
d. Social Media?
e. Training for your staff?
f. Does your organization want to receive CABQ Financial Navigators?
g. Do you want to receive COVID resource email updates?

GOOGLE FORM:
https://docs.google.com/forms/d/e/1FAIpQLSdMMASHopjExGzFXoJ1wtwzve2_QTm5kf2sbip7Q9j0XNT9zg/viewform
NM Coalition to End Homelessness Partnership

1. Housing-Related Service Pathway Flowcharts
2. Initiate Resource Update Planning/Methods
3. Reduce effort duplication
• QUESTIONS

• FEEDBACK